

## **LISTING OF THE CLAIMS**

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. – 22. Cancelled

23. **(Currently Amended)** An apparatus comprising:  
 a processor; and  
 a communication server, executed by said processor, which is configured to communicate with a communication channel by virtue of being configured to receive an incoming communication from the communication channel via a channel driver communicatively coupled to the communication channel, wherein  
     the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and  
     the media type of the communication channel is one of a plurality of media types, and  
 cause an outgoing communication to be sent to the communication channel via the channel driver, wherein  
     the communication server is further configured to communicate **independently of with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver, and  
     the communication server and channel driver are configured to communicate with one another by virtue of a communication application program interface.

24. (Previously Presented) The apparatus of claim 23 wherein the channel driver is further configured to
- provide an event when the incoming communication is received from the communication channel; and
  - issue a command to the communication channel, wherein the command is the outgoing communication, the issuing being according to the media type of the communication channel;
- and wherein the communication server is further configured to obtain the event provided by the channel driver; and the communication server being configured to cause the outgoing communication to be sent further comprises the communication server being configured to cause the channel driver to issue the command.
25. (Previously Presented) The apparatus of claim 24 further comprising: a user interface comprising a user interface object configured to be activated, wherein the communication server is configured to cause the channel driver to issue the command upon activation of the user interface object.
26. (Previously Presented) The apparatus of claim 25 wherein the communication server is further configured to receive the activation of the user interface object.
27. (Previously Presented) The apparatus of claim 25 wherein the communication server is further configured to provide a notification of the event via the user interface.
28. (Previously Presented) The apparatus of claim 25 wherein the communication server is further configured to
- determine an agent to be notified of the event; and
  - provide a notification of the event to the agent via the user interface.

29. (Previously Presented) The apparatus of claim 25 further comprising:  
a connection between the user interface and the communication channel.

30. (Previously Presented) The apparatus of claim 29 wherein the connection comprises:

a first sub-connection between the user interface and the communication server;  
a second sub-connection between the communication server and the channel driver; and

a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server is further configured to use the first and second sub-connections to cause the channel driver to issue the command; and  
the channel driver is further configured to use the third sub-connection to issue the command.

31. (Previously Presented) The apparatus of claim 25, further comprising:

a database comprising:

an event table comprising information regarding the event;

a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object.

32. (Previously Presented) The apparatus of claim 31 wherein

the communication server being configured to process the event comprises further being configured to access the event table; and

the communication server being configured to cause the channel driver to issue the command comprises being further configured to access the command table and the user interface object table to cause the channel driver to issue the command, wherein

command data in the command table and user interface object data in the user interface object table are used to cause the channel driver to issue the command.

33. (Previously Presented) The apparatus of claim 31 wherein the communication server is further configured to
- obtain the event provided by the channel driver; and
  - perform an event response; and
- the database further comprises:
- an event response table comprising information regarding the event response to be performed upon obtaining the event.
34. (Previously Presented) The apparatus of claim 31 wherein the communication server is further configured to
- determine a configuration for an agent using the user interface;
- and wherein
- the database further comprises:
- an agent configuration table comprising information regarding the configuration to which the agent belongs.
35. (Previously Presented) The apparatus of claim 34 wherein the database further comprises:
- a configuration table comprising information regarding the configuration;
  - and
  - an agent table comprising information regarding the agent.
36. (Previously Presented) The apparatus of claim 24 wherein the communication channel is one communication channel of a plurality of communication channels;
- the channel driver is one channel driver of a plurality of channel drivers; and
- each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

37. **(Currently Amended)** A method comprising:
- receiving an incoming event from a communication channel via a channel driver,
  - wherein
    - the channel driver is communicatively coupled to the communication channel, wherein
    - the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel,
    - and
    - the media type of the communication channel is one of a plurality of media types; and
  - providing a notification of the event via a user interface, wherein
    - the notification is provided by a communication server,
    - the communication server is further configured to communicate **independently of with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver, and
    - the media type of the communication channel is one of a plurality of media types, and
    - the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface.
38. **(Previously Presented)** The method of claim 37 further comprising:
- obtaining an activation of a user interface object from the user interface, wherein
    - the activation is associated with a command; and
  - issuing the command via the channel driver to the communication channel,
  - wherein
    - the issuing the command communicates according to the media type.

39. (Previously Presented) The method of claim 37 further comprising:  
determining an agent to be notified of the event;  
and wherein  
the providing the notification comprises providing the notification to the agent via  
the user interface.

40. (Previously Presented) The method of claim 37 wherein  
the event corresponds to a work item; and  
the providing the notification of the event comprises providing a notification of  
the work item.

41. (Previously Presented) The method of claim 37 further comprising:  
establishing a connection between the user interface and the communication  
channel;  
and wherein  
the providing the notification is performed via the connection.

42. (Currently Amended) A method for communicating using an apparatus  
comprising a communication server configured to communicate with a communication  
channel via a channel driver comprising:

issuing an outgoing command to the communication channel, wherein  
the issuing the command is performed by the channel driver,  
the channel driver is configured to communicate with the communication  
channel by virtue of being configured according to a media type of  
the communication channel,  
the media type of the communication channel is one of a plurality of  
media types,  
the communication server is further configured to communicate  
**independently of with the communication channel, without**  
**information regarding** the media type of the communication  
channel, by virtue of being configured to communicate with the  
communication channel via the channel driver, and

the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface.

43. (Previously Presented) The method of claim 42 further comprising: determining the command upon receiving an activation of a user interface object of a user interface.

44. (Currently Amended) A method comprising:  
 receiving an incoming event from a communication channel via a channel driver communicatively coupled to the communication channel, wherein the receiving is performed by a channel driver, and  
 the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and  
 the media type of the communication channel is one of a plurality of media types;  
 accessing a database to determine an event response to in response to the receiving of the event, wherein  
 the accessing is performed by a communication server,  
 the communication server is further configured to communicate ~~independently of~~ with the communication channel, without information regarding the media type of the communication channel, by virtue of being configured to receive the event from the communication channel via the channel driver, and  
 the communication server and the channel driver are configured to communicate by virtue of a communication application program interface; and  
 performing the event response under control of the communication server.

45. (Currently Amended) A computer system comprising:

- a processor;
- a display, coupled to the processor;
- computer readable medium coupled to the processor; and
- computer instructions, encoded in the computer readable medium, the computer instructions comprising:

- a communication server, wherein
  - the communication server is configured to allow the processor to
    - communicate with a communication channel via a channel driver,
    - by virtue of the communication server comprising:
      - incoming instructions configured to receive an incoming communication from the communication channel, wherein
        - the incoming communication is received via the channel driver communicatively coupled to the communication channel,
        - the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and
        - the media type of the communication channel is one of a plurality of media types; and
    - outgoing instructions configured to cause an outgoing communication to be sent to the communication channel via the channel driver, wherein
      - the incoming instructions are configured to communicate ~~independently of~~ with the communication channel, without information regarding the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver, and



the incoming instructions and the channel driver are configured to communicate with one another by virtue of a communication application program interface,

the outgoing instructions are configured to communicate ~~independently of~~ with the communication channel, without information regarding the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver, and

the outgoing instructions and the channel driver are configured to communicate with one another by virtue of a communication program interface.

46. (Previously Presented) The computer system of claim 45 wherein the channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type; and

issuing instructions to issue a command to the communication channel, wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions; and the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command.

47. (Previously Presented) The computer system of claim 46 wherein the computer instructions further comprise:
- user interface instructions, wherein
  - the user interface instructions are configured to provide a user interface presented on the display,
  - the user interface comprises a user interface object configured to be activated, and
  - the causing instructions are configured to cause the issuing instructions to issue the command upon activation of the user interface object.
48. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises activation receiving instructions to receive the activation of the user interface object.
49. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises notifying instructions to provide a notification of the event via the user interface.
50. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises:
- agent determining instructions to determine an agent to be notified of the event; and
  - notifying instructions to provide a notification of the event to the agent via the user interface.
51. (Previously Presented) The computer system of claim 47 wherein the computer instructions further comprise:
- connection instructions for establishing a connection between the user interface and the communication channel.
52. (Previously Presented) The computer system of claim 51 wherein the connection instructions comprise:
- first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;

second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and  
 third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;  
 and wherein  
 the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and  
 the channel driver uses the third sub-connection to issue the command.

53. (Previously Presented) The computer system of claim 52, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and  
 an interprocess connection between the web server and the communication server.

54. (Previously Presented) The computer system of claim 47, further comprising:

a database stored in the computer readable medium comprising:  
 an event table comprising information regarding the event;  
 a command table comprising information regarding the command; and  
 a user interface object table comprising information regarding the user interface object.

55. (Previously Presented) The computer system of claim 54 wherein the event providing instructions comprise event table accessing instructions to access the event table, wherein  
 event data in the event table is used to provide the event; and  
 the causing instructions comprise:

command table accessing instructions to access the command table; and  
 user interface object table accessing instructions to access the user interface object table, wherein  
 command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

56. (Previously Presented) The computer system of claim 54 wherein the communication server further comprises:

event obtaining instructions to obtain the event provided by the event providing instructions; and

event response performing instructions to perform an event response; and the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

57. (Previously Presented) The computer system of claim 54 wherein the communication server further comprises:

configuration determining instructions to determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

58. (Previously Presented) The computer system of claim 57 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and

an agent table comprising information regarding the agent.

59. (Previously Presented) The computer system of claim 46 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and

each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

60. **(Currently Amended)** A computer system to communicate using a communication channel comprising:

- a processor;
- a display, coupled to the processor;
- computer readable medium coupled to the processor; and
- computer instructions, encoded in the computer readable medium, the computer instructions comprising:
  - receiving instructions, wherein
    - a channel driver comprises the receiving instructions,
    - the receiving instructions are configured to receive an incoming event from the communication channel,
    - the receiving instructions are configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and
    - the media type of the communication channel is one of a plurality of media types; and
  - notifying instructions, wherein
    - a communication server comprises the notifying instructions,
    - the notifying instructions are configured to provide a notification of the event via a user interface presented on the display,
    - the user interface is coupled to the communication server,
    - the notifying instructions are configured to communicate **independently of with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the receiving instructions, and
    - the notifying instructions and the receiving instructions are configured to communicate with one another by virtue of a communication application program interface.

61. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:
- activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein
  - the activation is associated with a command; and
  - issuing instructions to issue the command to the communication channel, wherein
  - the issuing the command communicates according to the media type.
62. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:
- agent determining instructions to determine an agent to be notified of the event;
  - and wherein
  - the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface.
63. (Previously Presented) The computer system of claim 60 wherein
- the event corresponds to a work item; and
  - the providing instructions comprise work item providing instructions to provide a notification of the work item via the user interface.
64. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:
- connection instructions to establish a connection between the user interface and the communication channel;
  - and wherein
  - the notifying instructions use the connection to provide the notification.
65. (Currently Amended) A computer system to communicate using a communication server configured to communicate with a communication channel via a channel driver comprising:
- a processor;
  - a display, coupled to the processor;
  - computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

issuing instructions configured to issue an outgoing command to the communication channel, wherein

the issuing instructions are configured to use the channel driver,

the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, **[[and]]**

the media type of the communication channel is one of a plurality of media types, **[[and]]**

the channel driver is configured to communicate with any one of the plurality of media types,

the communication server is configured to communicate ~~independently of~~ **with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver, and

the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface.

66. (Previously Presented) The computer system of claim 65 wherein the computer instructions further comprise:

command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface presented on the display, wherein the command determining instructions communicate independently of the media type by virtue of being configured to use the issuing instructions to issue the command.

67. (Currently Amended) A computer system comprising:

a processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

receiving instructions to an incoming event from a communication channel via a channel driver communicatively coupled to the communication channel, the channel driver comprises the receiving instructions, the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and the media type of the communication channel is one of a plurality of media types, [[:]]

accessing instructions to access a database to determine an event response to the receiving of the event, wherein a communication server comprises the accessing instructions, the communication server is configured to operate ~~independently of~~ with the communication channel, without information regarding the media type of the communication channel, by virtue of being configured to receive the event from the communication channel via the channel driver, and the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and

event response performing instructions to perform the event response, wherein the communication server further comprises the event response performing instructions, and the event response performing instructions are configured to operate independently of the media type.

68. **(Currently Amended)** A computer program product comprising: a communication server configured to allow a processor to communicate with a communication channel, by virtue of the communication server comprising: incoming instructions, wherein



the incoming instructions are configured to receive an incoming communication from the communication channel via a channel driver communicatively coupled to the communication channel, the incoming communication is received via the channel driver, the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and the media type of the communication channel is one of a plurality of media types; and

outgoing instructions, wherein

the outgoing instructions are configured to cause an outgoing communication to be sent to the communication channel via the channel driver,

the incoming instructions are configured to communicate **independently of with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver,

the incoming instructions and the channel driver are configured to communicate with one another by virtue of a communication application program interface,

the outgoing instructions are configured to communicate **independently of with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver, and

the outgoing instructions and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and

a computer readable storage medium to store the communication server.

69. (Previously Presented) The computer program product of claim 68 wherein the channel driver comprises:

- event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type;
- and
- issuing instructions to issue a command to the communication channel, wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

- the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions;
- the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command; and
- the computer readable storage medium further stores the channel driver.

70. (Previously Presented) The computer program product of claim 69 further comprising:

- user interface instructions to provide a user interface presented on the display, the user interface comprising a user interface object configured to be activated, wherein
- the causing instructions cause the issuing instructions to issue the command upon activation of the user interface object;

and wherein

- the computer readable storage medium further stores the user interface instructions.

71. (Previously Presented) The computer program product of claim 70 wherein

- the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

72. (Previously Presented) The computer program product of claim 70 wherein  
the communication server further comprises notifying instructions to provide a notification of the event via the user interface.
73. (Previously Presented) The computer program product of claim 70 wherein  
the communication server further comprises:  
agent determining instructions to determine an agent to be notified of the event;  
and  
notifying instructions to provide a notification of the event to the agent via the user interface.
74. (Previously Presented) The computer program product of claim 70 further comprising:  
connection instructions for establishing a connection between the user interface and the communication channel;  
and wherein  
the computer readable storage medium further stores the connection instructions.
75. (Previously Presented) The computer program product of claim 74 wherein the connection instructions comprise:  
first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;  
second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and  
third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;  
and wherein  
the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and  
the channel driver uses the third sub-connection to issue the command.

76. (Previously Presented) The computer program product of claim 75, wherein the first sub-connection comprises:  
 a web connection between the user interface and a web server; and  
 an interprocess connection between the web server and the communication server.

77. (Previously Presented) The computer program product of claim 70 further comprising:

a database stored in the computer readable medium comprising:  
 an event table comprising information regarding the event;  
 a command table comprising information regarding the command; and  
 a user interface object table comprising information regarding the user interface object.

78. (Previously Presented) The computer program product of claim 76 wherein

the event providing instructions comprise event table accessing instructions to access the event table, wherein

event data in the event table is used to provide the event; and

the causing instructions comprise:

command table accessing instructions to access the command table; and  
 user interface object table accessing instructions to access the user interface object table, wherein

command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

79. (Previously Presented) The computer program product of claim 76 wherein

the communication server further comprises:

event obtaining instructions to obtain the event provided by the event providing instructions; and

event response performing instructions to perform an event response; and

the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

80. (Previously Presented) The computer program product of claim 76 wherein

the communication server further comprises:

configuration determining instructions to determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

81. (Previously Presented) The computer program product of claim 80 wherein

the database further comprises:

a configuration table comprising information regarding the configuration;

and

an agent table comprising information regarding the agent.

82. (Previously Presented) The computer program product of claim 69 wherein

the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and

each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

83. (Currently Amended) A computer program product to communicate using a communication channel, the computer program product comprising:

receiving instructions configured to an incoming event from the communication channel, wherein

a channel driver comprises the receiving instructions,

the receiving instructions comprise a channel driver,  
 the channel driver is configured to communicate with the communication  
 channel by virtue of being configured according to a media type of  
 the communication channel, and  
 the media type of the communication channel is one of a plurality of  
 media types;  
 notifying instructions configured to provide a notification of the event via a user  
 interface, wherein  
 a communication server comprises the notifying instructions,  
 the notifying instructions are configured to communicate **independently**  
**of with the communication channel, without information**  
**regarding** the media type of the communication channel, by virtue  
 of being configured to communicate with the communication  
 channel via the channel driver, and  
 the notifying instructions and the channel driver are configured to  
 communicate with one another by virtue of a communication  
 application program interface; and  
 a computer readable storage medium to store the receiving instructions and the  
 notifying instructions.

84. (Previously Presented) The computer program product of claim 83 further comprising:

activation obtaining instructions to obtain an activation of a user interface object  
 of the user interface, wherein  
 the activation is associated with a command; and  
 issuing instructions to issue the command to the communication channel, wherein  
 the issuing the command is performed via the channel driver that  
 communicates according to the media type; and  
 the computer readable storage medium further stores the issuing instructions.

85. (Previously Presented) The computer program product of claim 83 further comprising:

agent determining instructions to determine an agent to be notified of the event;

and wherein  
the notifying instructions comprise agent notifying instructions to provide the  
notification to the agent via the user interface; and  
the computer readable storage medium further stores the agent determining  
instructions.

86. (Previously Presented) The computer program product of claim 83  
wherein  
the event corresponds to a work item; and  
the notifying instructions comprise work item providing instructions to provide a  
notification of the work item via the user interface.

87. (Previously Presented) The computer program product of claim 83 further  
comprising:  
connection instructions to establish a connection between the user interface and  
the communication channel;  
and wherein  
the notifying instructions use the connection to provide the notification; and  
the computer readable storage medium further stores the connection instructions.

88. (Currently Amended) A computer program product for communicating  
using a communication server configured to communicate with a communication channel  
via a channel driver, comprising:

issuing instructions configured to issue an outgoing command to a communication  
channel, wherein  
the issuing instructions are configured to cause the channel driver to issue  
the command,  
the channel driver is configured to allow communication with the  
communication channel by virtue of being configured according to  
a media type of the communication channel,  
the media type of the communication channel is one of a plurality of  
media types,

the communication server is further configured to communicate **independently of with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver, and the communication server and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and a computer readable storage medium to store the issuing instructions.

89. (Previously Presented) The computer program product of claim 88 further comprising:

command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface, wherein the command determining instructions communicate independently of the media type by virtue of using the channel driver to issue the command; and the computer readable storage medium further stores the command determining instructions.

90. (Currently Amended) A computer program product comprising: receiving instructions configured to receive an incoming event from a communication channel via a channel driver communicatively coupled to the communication channel, wherein the channel driver comprises the receiving instructions, the event is received via the channel driver, the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and the media type of the communication channel is one of a plurality of media types; accessing instructions configured to access a database to determine an event response to the receiving of the event, wherein



a communication server comprises the accessing instructions,  
the communication server is configured to operate ~~independently of~~ with  
the communication channel, without information regarding the  
media type of the communication channel, by virtue of being  
configured to receive the event from the communication channel  
via the channel driver, and  
the communication server and the channel driver are configured to  
communicate with one another by virtue of a communication  
application program interface;  
event response performing instructions configured to perform the event response,  
wherein  
the communication server further comprises the event response  
performing instructions, and  
the event response performing instructions are configured to operate  
~~independently of~~ with the communication channel, without  
information regarding the media type of the communication  
channel, by virtue of being configured to use the channel driver to  
communicate with the communication channel; and  
a computer readable storage medium to store the receiving instructions, the  
accessing instructions, and the event response performing instructions.

91. **(Currently Amended)** An apparatus comprising:  
a computer-readable medium;  
a processor;  
receiving means, stored on said medium, for causing said processor to receive an  
incoming event from the communication channel, wherein  
the receiving means for receiving the event comprises a channel driver,  
the receiving means for receiving the event is configured to communicate  
with the communication channel by virtue of being configured  
according to a media type of the communication channel, and  
the media type of the communication channel is one of a plurality of  
media types; and

notifying means, stored on said medium, for providing a notification of the event via a user interface, wherein  
 a communication server comprises the notifying means,  
 the providing the notification is ~~independent of~~ **configured to operate with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to communicate with the communication channel via the channel driver, and  
 the notifying means for providing a notification and the channel driver are configured to communicate with one another by virtue of a communication application program interface.

92. (Previously Presented) The apparatus of claim 91 further comprising:  
 activation obtaining means for obtaining an activation of a user interface object of the user interface, wherein  
 the activation is associated with a command; and  
 issuing means for issuing the command to the communication channel, wherein  
 the issuing the command communicates according to the media type.

93. (Previously Presented) The apparatus of claim 91 further comprising:  
 agent determining means for determining an agent to be notified of the event;  
 and wherein  
 the notifying means comprise agent notifying means for providing the notification to the agent via the user interface.

94. (Previously Presented) The apparatus of claim 91 wherein  
 the event corresponds to a work item; and  
 the notifying means comprise work item notifying means for providing a notification of the work item.

95. (Previously Presented) The apparatus of claim 91 further comprising:  
connection means for establishing a connection between the user interface and the  
communication channel;

and wherein

the notifying means use the connection for providing the notification.

96. (Currently Amended) An apparatus comprising:

a computer-readable medium;

a processor;

issuing means, stored on said medium, for causing said processor to issue an  
outgoing command to the communication channel, wherein  
the issuing means for issuing the command comprises a channel driver,  
the issuing means for issuing the command is configured to communicate  
with the communication channel by virtue of being configured  
according to a media type of the communication channel, and  
the media type of the communication channel is one of a plurality of  
media types; and

command determining means, stored on said medium, for determining the  
command, wherein  
the command determining means is configured to determine the command  
upon receiving an activation of a user interface object of a user  
interface,

the determining means is configured to determine the command  
**independently of with the communication channel, without**  
**information regarding** the media type of the communication  
channel, by virtue of being configured to issue the command to the  
communication channel via the channel driver, and  
the determining means and the channel driver are configured to  
communicate with one another by virtue of a communication  
application program interface.

97. **(Currently Amended)** An apparatus comprising:

- a computer-readable medium;
- a processor;
- event receiving means, stored on said medium, for causing said processor to
  - receive an incoming event from a communication channel, wherein the event is received from the communication channel via the event receiving means,
  - the event receiving means is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel, and
  - the media type of the communication channel is one of a plurality of media types;
- accessing means, stored on said medium, for accessing a database to determine an event response to the receiving of the event, wherein
  - the accessing means operates **independently of with the communication channel, without information regarding** the media type of the communication channel, by virtue of being configured to obtain the event from the receiving means,
  - the media type of the communication channel is one of a plurality of media types,
  - the accessing means and the channel driver are configured to communicate with one another by virtue of a communication application program interface; and
- event response performing means for performing the event response, wherein
  - the event response performing means is independent of the media type by virtue of the event response being determined by the accessing means.

98-103. (Cancelled)

104. **(Previously Presented)** The method of claim 44 further comprising:

- issuing a command to the communication channel, wherein
  - the issuing the command communicates according to the media type.

105. (Previously Presented) The method of claim 104 further comprising:  
determining the command upon receiving an activation of a user interface object  
of a user interface, wherein  
the determining is performed independently of the media type of the  
communication channel the media type.

106. (Previously Presented) The method of claim 37 further comprising:  
accessing a database to determine an event response to the receiving of the event;  
and  
performing the event response, the performing the media type of the  
communication channel being independent of the media type.

107. (Previously Presented) The method of claim 42 wherein  
the channel driver is configured to communicate with the communication channel  
according to the media type of the communication channel by virtue of  
being further configured to determine the media type of the  
communication channel; and  
the media type is stored in a communication channel driver table, wherein  
the media type is stored in a column of the communication channel driver  
table that can be expanded.

108. (Previously Presented) The method of claim 37, wherein  
the channel driver is further configured to communicate with any one of the  
plurality of media types.